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2 Management Committee (ManCom)

3 **MANAGEMENT REVIEW**

4 Minutes of the Meeting

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7 **Venue: LRTA Line 2 Depot Santolan, Pasig City**

8 **Date & Time: Friday, 31 March 2023 at 9:00 A.M., via Zoom**

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10 Participants:

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12 ManCom Members:

13
14 **Atty. Hernando T. Cabrera** - Administrator
15 **Paul Y. Chua Ph.D. CESO III** - Deputy Administrator for Operations and Engineering
16 **Atty. Jose Jobel V. Belarmino** - OIC, Deputy Administrator for Admin., Finance & AFCS
17 Concurrent Department Manager, Legal Department
18 **Mr. Felix Gerard R. Leyson** - Department Manager A, CAMT
19 **Mr. Dominic F. Kabigting** - OIC, Planning Department
20 Management Representative, QMS Core Team
21 **Ms. Anabelle C. Ganancial** - Department Manager A, BDPRD
22 **Mr. Raymond C. Vasquez** - OIC, Line 2 Operations Department
23 **Mr. Nicolas G. Ombao** - Department Manager A, FROG
24 **Engr. Santos G. Abrazado** - OIC, Lines 1 & 2 Engineering Department
25 **Ms. Marilou B. Liscano** - Department Manager A, Finance Department
26 **Ms. Divina J. Guison** - OIC, Administrative Department
27 **Engr. Joseph Dexter S. Buenconsejo** - Project Manager, Line 2 East Extension Project
28 OIC Project Manager, Line 2 West Extension Project
29 **Engr. Lorelie L. Reyes** - OIC, Internal Audit Department
30 **Ms. Eleanor C. Palaypayon** - OIC, Project Manager, Line 1 South Extension Project
31 **Ms. Prima M. Tapia** - Department Manager A, Technical Advisor, Internal
32 Procedures & Processes of LRTA

33
34 **Division Managers/Process Owners/Resource Persons**

35
36 **Ms. Maria Yssel O. Silbol** - Executive Assistant, Office of the Administrator
37 **Ms. Eleanore T. Domingo** - Department Manager A, Technical Advisor Corporate
38 Strategy and Other Corporate Management Affairs and Services
39 **Ms. Rosalea R. Mariano** - OIC, Corporate Planning & Research Division
40 **Mr. Jimmy L. Chua** - Division Manager A, Safety & Security Division
41 **Mr. Nestor B. Flores** - Division Manager A, Traffic Control Division
42 **Ms. Ma. Corazon S. Pascual** - Division Manager A, Budget & Financial Planning Division
43 **Ms. Leilani H. Anonay** - OIC, Accounting Division

44		
45	Ms. Jenilyn P. Malapo	- Division Manager A, Treasury Division
46	Ms. Evelyn P. Janeo	- Division Manager A, Public Relations Division
47	Ms. Jennifer L. Bagaoisan	- OIC, KMIT Division
48	Mr. Leo A. Mangampo	- OIC, General Services Division
49	Mr. Plaridel N. Dela Torre	- OIC, Asset Management Division
50	Ms. Leomarie V. Obias	- OIC, Business Development Division
51	Atty. Aylwinston C. Pillos	- Division Manager A, Procurement Division
52		- Acting Corporate Secretary, Office of the Corporate
53		Board Secretary
54	Ms. Esther A. Soneja	- OIC, Human Resources Management Division
55	Mr. Alfredo G. Jingco Jr.	- Internal Auditor V, Operations and Compliance Division
56	Ms. Catherine Lopez	- Division Manager A, AFCS Administration Division
57	Mr. Sherwin Biscocho	- Division Manager A, Compliance Control Division
58	Ms. Maria Estela S. Boquiren	- Internal Auditor V, Financial Mana
59	Mr. Wilfredo Bongcaron	- OIC, Station Operations Division
60	Ms. Emalyn Basibas	- Management Information System Design Specialist
61	Mr. Fernando Salvador	- Division Manager A, Ticket Management & Sales Collection
62		Division
63	Mr. Jomel Maranan	- Civil Security Officer A
64	Ms. Lusyl Moreno	- OIC, Fare Revenue Clearing Division
65	Mr. Merlo G. Gallardo	- Transport Operations Services Chief A
66	Mr. Donferry Manalaysay	- Senior Corporate Planning Analyst
67	Mr. Warren Arzadon	- OIC, Train Operations Division
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70	QMS Secretariat:	
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72	Ms. Jessica Mae Bugarin	- Member, QMS Secretariat
73	Ms. Maria Ivyña Santos	- Member, QMS Secretariat
74	Ms. Hazel Pede	- Member, QMS Secretariat
75	Ms. Analyn Oliquino	- Member, QMS Secretariat
76	Ms. Lourdes C. Faustino	- Member, QMS Secretariat
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78	Mancom Secretariat:	
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80	Ms. Pinky A. Magtibay	- Member, Mancom Secretariat
81	Ms. Jessica Mae C. Bugarin	- Member, Mancom Secretariat
82	Ms. Melody R. Camitan	- Member, Mancom Secretariat
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CALL TO ORDER

The Management Review (MR) 2023 was convened through Zoom Teleconference at Line 2 Depot Santolan, Pasig. The Management Representative, Mr. Dominic F. Kabigting, presided and facilitated the conduct of the Management Review. He acknowledged the presence of our Administrator Atty. Hernando T. Cabrera, the QMS Core Team Members, the Division Managers/Heads of Offices and other technical teams as well as the Secretariat Staff—who are present in the Management Review Meeting as resource persons to provide administrative/technical support. He also asserted that the presentation of Process Owners, Department/Division Managers, and resource persons should be short, concise but comprehensible and as to the issues to be raised, the Quality Management System (QMS) Core Team assured that such will be properly noted and will be tackled in a smaller group meeting. With the majority of the Management Committee (ManCom) Members present—the meeting was called at 9:16 A.M.

BUSINESS MATTERS

A. PRESENTATION OF THE MANAGEMENT REVIEW (MR) AGENDA

Mr. Kabigting presented the agenda for the MR as follows:

- 1. Previous Minutes/Status of the issues during Previous Review

Mr. Kabigting mentioned the previous Minutes of the Management Review Meeting dated January 20, 2023 asked the body for the approval. Mr. Nick Ombao commented to have a motion within the day—Ms. ET Domingo also suggested if there’s no violent reaction by the end of the day, the minutes of the meeting will be approved. In addition, he manifested the presence of the Administrator, the two Deputy Administrators, the Department Heads and Project Managers, Division Managers, resource speakers, the Quality Management Review (QMR) team, and the QMS Secretariat.

Also included in the agenda are the following items which were discussed in the overall flow of the MR:

- 2. Customer Focus
- 3. Process Performance
- 4. Resource Management
- 5. Continuous Improvement

Moreover, Mr. Kabigting asked the body for comments and objections to the presented Agenda. The body noted the Matter.

B. STATUS OF THE ISSUES DURING PREVIOUS REVIEW

Mr. Kabigting presented the status of the issues during the previous review;

- 1. Risk Information Management System (RMIS) is currently revising and temporarily reverted to manual;
- 2. **Status and Development of Ticket Vending Machines was presented by FRO Group**

137 Mr. Fernando Salvador, Division Manager A, Ticket Management & Sales Collection Division presented the TVMs
138 Status Monitoring in every station, and its functionality—whether it is on “In Service Mode”, Level of Ticket inside the
139 TVM, etc. For everyone’s information, LRT Line 2 has a total of 100 TVMs installed from Recto to Antipolo, and out of
140 100 TVMs, according to the report coming from the FROG Office, there are Ninety-three (93) Open, six (6) Close
141 Operationally Functional and One (1) Non-Operational out 100 TVMs. Thus, LRT Line 2 has about 99% TVMs
142 operational. That one (1) non-operational TVM in Marikina was pulled out for cleaning—report as of March 28, 2023.
143

144 It also identified the other Pain Points in Purchasing Tickets including SV Card and Change Fund Unavailability due to
145 coins shortage and/or delayed deliveries from LBP. Moreover, the Defective Facilities and Equipment including the
146 lack of TVMs Signages prolongs queuing of Passengers; TVMs with shortchanging, non-loading cash during Add Value
147 transactions, bills rejected, and new coins are invalid to be accepted. FRO Group coordinated with Public Relations
148 Division to address the issue of dilapidated informative materials regarding TVM Signages and request for the re-
149 deployment of additional printed materials for the public awareness campaign on How to Purchase Contactless Cards
150 at TVMs. Mr. Fernando Salvador also requests an increase in the number of licenses and the ability to use contactless
151 cards. Moreover, Mr. Raymond Vasquez asked what are the programs to update the TVMs to accept new coins as
152 payment. Mr. Nick Ombao stated that the 3 lines should have an agreement together with the Program Offices there
153 are also steps on implementation and may be procedural requirements. He suggested that SOD and FRO Group find
154 ways for the meant time to address/ease the problem regarding the change fund and new coins that are rejected by
155 the TVMs.
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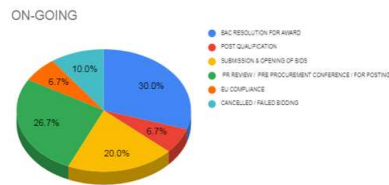
157 Mr. Kabigting asked the body for any comments/feedback. The body noted the matter and proceeded to the next
158 issue/topic.
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160 **3. Build-up of Ongoing Procurement was presented by the Engineering Department**

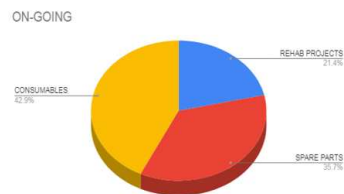
161 Engr. Santos G. Abrazado, the OIC, Lines 1 & 2 Engineering Department reported that the On-going Procurement of
162 with the total of 27 Purchase Requests equivalent to 1.9 Billion with 21.4% for the Rehab Projects, 35.7% for Spare
163 Parts and 42.9% for Consumables. However, the Awarded Purchase Request with the total of 35 Purchase Requests
164 with 8.6% for Delivered/Awaiting DIAR, 17.1% for DV Preparation DV out, 31.4% for Awaiting Delivery/On going
165 Implementation, and 42.9 for PO/Contract Preparation (Conforme). Engineering Department and Procurement Division
166 was achieved their Satisfactory.
167

168 Mr. Kabigting asked the body for any comments/feedback. The body noted the matter and proceeded to the next
169 issue/topic.
170

ON-GOING PURCHASE REQUEST



BIDS AND AWARDS COMMITTEE	No. of PRs	ABC
BAC Resolution(Award)	6	866,311,901.89
Post Qualification	2	4,616,000.00
Submission & Opening of Bids	6	29,251,308.52
Preproc / Posting	8	992,330,948.78
End User Compliance / BAC Deliberation	3	32,868,884.45
Cancelled / Failed Bidding	2	4,895,400.00
TOTAL	27	1,930,274,443.64

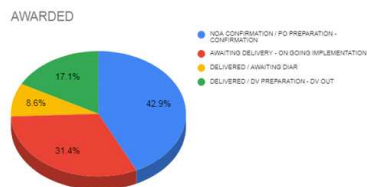


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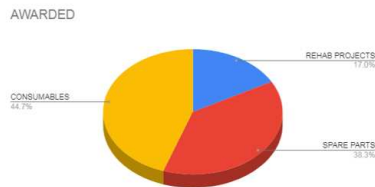


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AWARDED PURCHASE REQUEST



AWARDED	No. of PRs	ABC	CONTRACT	SAVINGS
NOA - PO/ CONTRACT Preparation - Conforme	15	168,340,484.68	159,527,899.79	8,812,584.89
Awaiting Delivery	11	209,973,247.74	203,782,144.90	6,191,102.84
Delivered - Awaiting DIAR	3	31,862,547.56	19,798,613.96	12,063,933.60
Delivered - DV Preparation / Out	6	155,184,945.20	144,225,467.52	10,959,477.68
Procurement Service	0	0.00	0.00	0.00
TOTAL	35	565,361,225.18	527,334,126.17	38,027,099.01



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1. Policy of Availing Discounts and Concessionary Card created last February 28, 2023 during the Linkages 2023 Updates.
2. **The Status of QOPs**; the CPRD are currently conducted and in the process of consolidating the submitted QOPs for 2023 requires for the finalization of the Summary of Agreement from other offices. **The RFAs** will be scheduled to discuss the new form—additional of new column—and will be provided Notice of Meeting from the Head of the Internal Quality Audit Team, Mr. Sherwin P. Biscocho.
3. **The Creation of Management Supply Chain** currently the CPRD and Planning Department preparing the Research Paper for the said study and hoping to have this approved by before 4th Quarter of the year 2023;
4. **The Creation of Subsidiary Companies**, the CPRD already coordinated with the Governance Commission GOCCs through email regarding this initiative. The CPR Division also waiting for the feedback call from the Governance Commission GOCCs and in the process of doing the research for the credit; and
5. Successful of **Business Continuity Seminar-Workshop** and waiting for the update of Special Order of Public Service Continuity Committee.

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C. STATUS OF THE QUALITY MANAGEMENT SYSTEM (QMS)

1. The 2022 Scorecard Validation from GCG with the 84.9% Self-Assessment Rating
2. The 2023 Scorecard awaiting validation from GCG was discussed during the Management Committee Meeting on March 27, 2023
3. The Stage 1 ISO Third Party Audit held last 30th and 31st of January 2023 was successful and has no Non-Conformity (NC).
4. Resource Management and Summary of External Providers Performance Review of both Contractors and Suppliers from the Department and Division Offices including: Engineering Department, Fare Revenue Operations Group, General Services Division, Knowledge Management and Information Technology Division, Procurement Division, and Security & Safety Division. The presented dashboards of various offices have a Satisfactory and achieved the Performance Evaluation that is needed to commit.

**SUMMARY OF EXTERNAL PROVIDER'S PERFORMANCE EVALUATION
LINES 1 & 2 ENGINEERING DEPARTMENT**

EXTERNAL PROVIDER	PROJECT TITLE	RATING
AF PAYMENTS INC. (AFPI)	Maintenance Service for the Automated Fare Collection System (AFCS) at Markina and Antipolo Stations in LRTA Line 2	S (Satisfactory)
EDYC ENTERPRISES	Testing and Commissioning of Forty-Five (45) Brand New Escalator and Comprehensive Maintenance of Thirty-two (32) Elevators and Fifty-eight (58) Escalators	S (Satisfactory)
ALCEL CONSTRUCTION	Supply of Labor and Materials for the Rehabilitation of Toilets of LRT Line 2 Stations	S (Satisfactory)
MULTI-B CONSTRUCTION	Repair of Unbounded Concrete Plinth at LRT Line 2 Mainline (Phase 2)	S (Satisfactory)
KEMPAL CONSTRUCTION	Replacement of Communication Link and Upgrading of Interlocking Module of Line Signaling	S (Satisfactory)
PINK ARMOUR CORPORATION	Upgrading of Wheel Lathe Machine	S (Satisfactory)
SPTC-OEM-ATI-AUTECH JV	Acquisition of Rail Grinding Machine (Equipped with Air Conditioning Control Cab)	S (Satisfactory)
P2RO	Supply, Delivery, Installation, Testing & Commissioning of UPS System	S (Satisfactory)
KINETIC PHILIPPINES ELECTRICAL CONSTRUCTION INC.	Restoration and Upgrading of Power Cables at Depot Stabling and Pureza Area	S (Satisfactory)
NEO TECH ASIA DISTRIBUTION	Restoration of Telecommunication Equipment Damaged by Fire at RSS 5 & 6	S (Satisfactory)
UNIQUE INT'L EXPORT LTD. CO.	Construction of Water Treatment Facility	S (Satisfactory)
RGP BUILDERS	Construction of Material Recovery Facility	S (Satisfactory)
BURNABY CONSTRUCTION	Improvement/Extension of Philippine Railway Training Center (PRTC) Training Room / Office at LRTA Line 2	S (Satisfactory)

Prepared by:

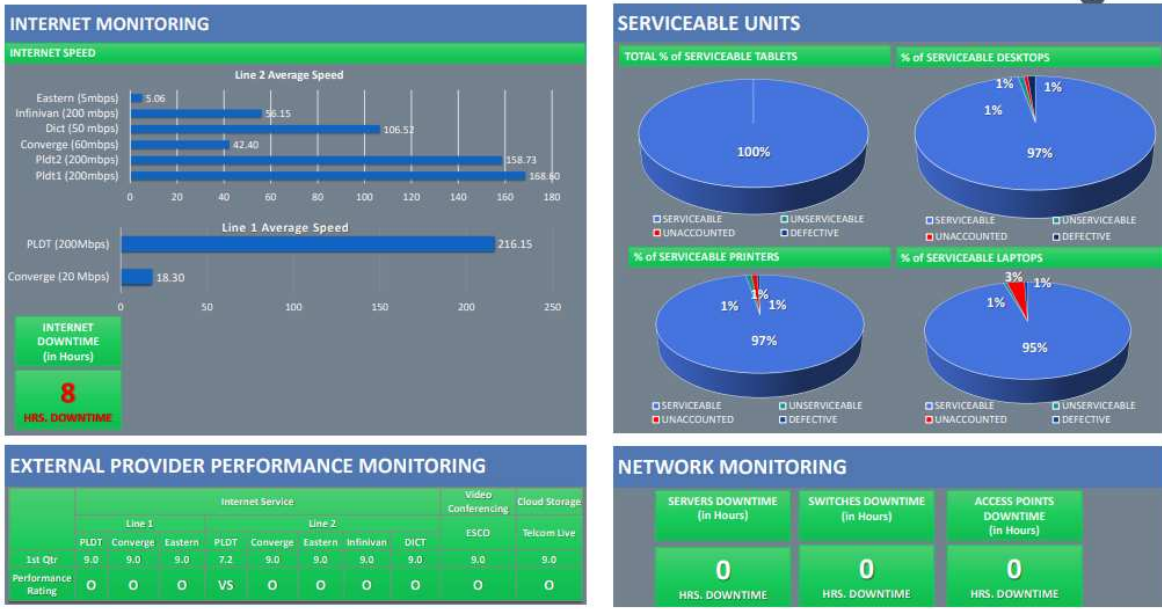
ENGR. HILFRED Q. TUSING
Manager, Line 2 RSIS Division

Approved by:

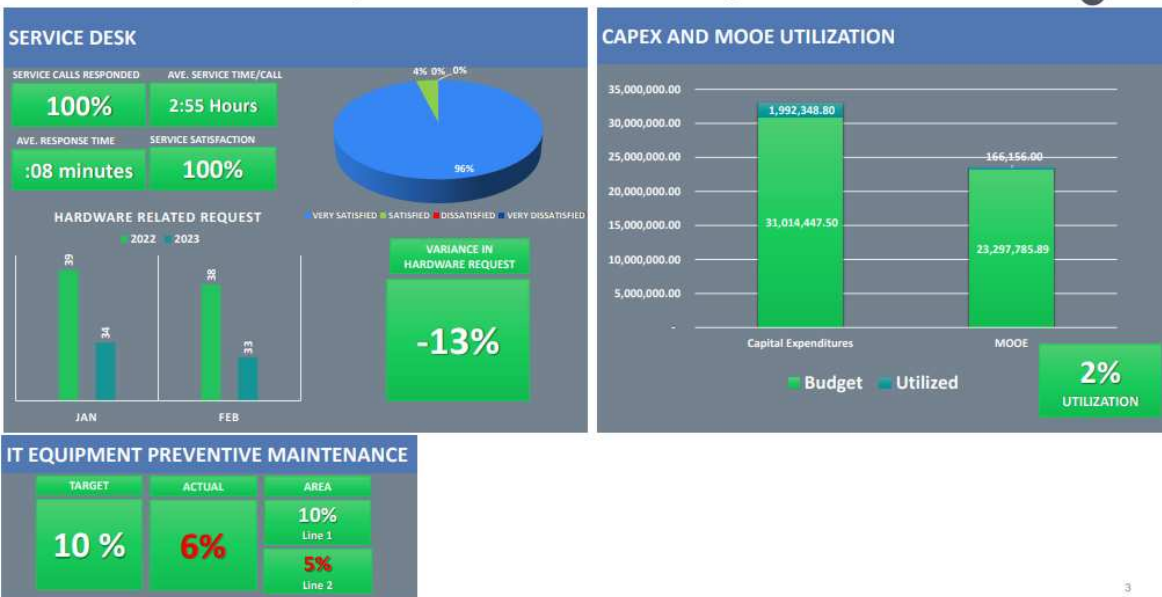
ENGR. SANTOS G. ABRAZADO
OIC, Lines 1 & 2 Engineering Department

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KMIT DASHBOARD (As of 1st Quarter 2023)



KMIT DASHBOARD (As of 1st Quarter 2023)



AFPI Compliance to the SLA

SLA Monitoring is commitment to GCG as SM6

	Percentage Rating in a year	Remarks
2016	90.06%	Validated by GCG
2017	90.64%	Validated by GCG
2018	92.81%	Validated by GCG
2019	93.81%	Validated by GCG
2020	84.22%	Validated by GCG
2021	99.59%	Validated by GCG
2022	98.45%	On-going validation
2023	98.75%	Average January & February 2023

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SLA Provisions

- Fare Media Management
- AFCS Financial Settlement and Reconciliation
- AFCS Power Supply, System Security and Level 3 – (Central Computer System Rail Operator (CCS-RO)) Set up
- AFCS Level 1 (POS, Automatic Gates, and Ticket Vending Machine), Level 2 (Station Computer) and Level 3 (CCS-RO) Maintenance Protocol
- AFCS Customer Support through the Rail Service Desk (JIRA application)
- Governance and General Conditions
 - Coordination meeting
 - TWG meetings


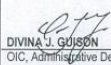
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External Provider Performance Evaluation

Name of External Provider: FRONT RUNNERS PROPERTY AND GENERAL SERVICES CORP.
 Frequency of Evaluation: QUARTERLY
 Period Covered: JANUARY 1 - MARCH 31, 2023

I. Over-All Work Performance of the external provider		50%	x.50
Outstanding	Produces excellent results; all aspects of work thoroughly covered	10	
Very Satisfactory	1-2 routine services not covered, but work results are still very good	8	4
Satisfactory	3-4 routine services not covered, but results are still acceptable	7	
Poor	5 or more routine services not covered and produces unacceptable results	6	
II. Over-All Work Behavior of external provider		40%	x.40
Outstanding	Very effective in dealing with LRTA and maintains a cordial relationship with other stakeholders.	10	
Very Satisfactory	Can be relied upon in dealing with LRTA, is generally courteous and accommodating	8	3.2
Satisfactory	Has the ability to work well with LRTA, but needs advice sometimes	7	
Poor	Has considerable difficulty dealing with LRTA, often draws negative reaction	6	
III. Monthly Compliance to Terms of Reference and Contract		10%	x.10
Outstanding	Timely monthly compliance	10	1.0
Very Satisfactory	One (1) month delay	8	
Satisfactory	Two (2) months delay	7	
Poor	Three (3) months delay	6	
Over-all Numerical Point Score		8.2	
Over-all Equivalent Adjectival Rating		VS	
Evaluated By:			
 LEO A. MANGAMPO OIC, General Services Division			
Approved By:			
 DIVINA J. GUISON OIC, Administrative Department			

Rating Matrix	Numerical Point Score	Adjectival rating
Outstanding	9-10	O
Very Satisfactory	7-8.9	VS
Satisfactory	4-6.9	S
Poor	1-3.9	P

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D. CUSTOMER FOCUS

The Division Manager A of Public Relations Division, Ms. Evelyn P. Janeo, introduced Ms. Nikka Dizon, the presenter to discuss the customer feedback. The study included 819 respondents, 800 passengers, and 19 concessionaires. Majority of Line 1, Balintawak Station takes the top spot with the Top Box Score of 85. While the Carriedo Station takes the bottom spot with the 35 TBS. However, in Line 2 railway, V. Mapa Station is at the top spot which receiving a perfect TBS while Santolan Station takes the bottom spot with a 53%.

The Overall Satisfaction Score, Line 1's top box scored dropped 17 points from 77% to 60%. While Line 2 managed to pull up their top box scores from 67% to 77% and the Concessionaires from 40% to 47% this year.

As per reported from the PR Division, there are **station-related complaints in Lines 1 and 2:**

Line 1 Stations

- Passengers are alarmed since it is sturdy and old.
- Uncleared Public Announcement in LRTA Website including the Student Free Ride.
- Crowded and no Social Distancing
- Defective Beep cards

Line 2 Stations

- Unavailability of Priority Seats

- 231 • Wastes Management on Stations
- 232 • Breast Feeding Rooms

233
234 In the last part of the Customer Feedback Agenda, Ms. Nikka Dizon mentioned that the overall satisfaction score
235 was 100% for 2022 and may not able to meet the hundred percent but still it is really a good score for LRTA
236 especially for Line 2.

237 238 **E. PROCESS PERFORMANCE**

239
240 The Head of the Internal Quality Audit Team, Mr. Sherwin P. Biscocho, reported about the Quality Objectives and
241 Plans Monitoring 2022 of Operations Department and Engineering Department for efficiency improvement. The
242 report will include information on the status of the projects and whether or not they are meeting the targets.

243
244 The IQA team audited a total of 31 Process Owners from various Offices of LRTA were generally compliant to the
245 mandatory requirements of the ISO 9001:2015 Standard with no Non-compliance and which can be seen as
246 opportunities for improvement, and prepare their respective records in preparation for the Stage 2 Audit.

247 248 **F. RESOURCE MANAGEMENT**

249
250 Ms. Divina J. Guison, the Officer-in-Charge of the Administrative Department presented regarding the Hiring,
251 Selection and Placement of personnel for the period for the January to March 2023. All of the applicants for the
252 permanent and contractual positions were assessed based on the qualifications required—as to education,
253 experience, training, and eligibility. For Permanent positions and Contractual positions that require practice of
254 profession based on the qualification standard set by the Civil Service Commission. Under the Permanent—
255 processed as a total of 29 positions. 13 employees are already deployed within the period of January to March
256 2023 while the 17 employees are scheduled for deliberation/assessment by the HRMPSB.

257
258 In the Contractual Positions, 15 employees were processed by HRMD and 8 employees are already deployed within
259 the period of January to March 2023 in PMO – Line 1 SEP, 1 employee in PMO – Line 2 EEP, and 1 employee in
260 PMO Line 2 WEP. While the 5 employees are still pending and under for final interview/deployment.

261
262 In the Contract of Service including MTT, JTT, and Admin. Support, 91 employees were processed by HRMD with
263 the 57 employees were deployed in the month of January to March 2023 and 34 employees are still pending for
264 final interview/deployment.

265
266 In Monitoring of Addressing the Competency Gaps, the 801 employees assessed, only 106 Employees are already
267 identified Competency Gaps with the percentage of 19.97%. 113 employees are given trainings/with training
268 attended with the percentage of 71%.

269 270 271 **G. CONTINUOUS IMPROVEMENT**

272
273 Mr. Sherwin P. Biscocho, Head of the Internal Quality Audit Team presented the Summary of Follow-up Audit to All
274 Concerned Offices.

275
276 **Line 2 Operations Department** must prepare a Covid-19 protocol on alert level one and submitted the operational
277 point of view—was submitted to Admin. Atty. Hernando T. Cabrera and approved by DA Paul Y. Chua last February

278 21, 2023. Moreover, the alignment of the Risk Registry to our SWOT/Needs and Expectation of interested parties
279 and should apply to all offices. It also has an ongoing discussion with the Risk Management Team, Planning
280 Department, (QMS-MR last March 22, 2023)
281

282 The OPCR for July to December 2022 and January to June 2023 of **Safety and Security Division** was submitted
283 already to the Planning Department and already done with the PMT deliberation last 13 March 2023. The EQRT
284 members to be in line with the Incident Command System and the Preparation of an Organizational Chart for Fire
285 Brigade Team with Duties and Responsibilities are still ongoing. Moreover, the Prepared Emergency Plan for CY
286 2023 was already accomplished and the prepared Performance Evaluation Form for Security together with GSD,
287 Procurement and KMIT Division was already complied.
288

289 The OPCR, allotted budget was raised during the Stage 1 Audit of the **AFCS Department** and the next submission
290 of OPCR for 1st Semester of 2023 will be on July 2023. While the OPCR 2023 for FRO Group was already
291 deliberated on February 23, 2023 with PMT member and waiting for the Final instruction from the Planning
292 Department and the General Direction of the PMT.
293

294 **The Corrective Action Reports for the Project Management** Office including South, East, and West to include
295 the consequences/effects/risk and the revised and signed QOPM was already submitted to CPRD on February 7,
296 2023. Moreover, the Accomplished RFA Forms are for submission to IQA Team.
297

298 **The General Service Unit** were enrolled the created form from the Auditees to monitor the performance evaluation
299 of external providers. Additionally, the General Service Unit were transferred the OFI to Engineering Department.
300 While the **Procurement Unit** was complied already the revised subject form in accordance with the OFI and
301 coordinate with GSD, Engineering Department, SSD, and other concerned offices for the harmonization of
302 Evaluation form.
303

304 **The Legal Department** were complied the suggestion of the auditor regarding the additional column containing the
305 actual number of days to QOPM and each document included in the Legal Department's monitoring system and
306 ensuring the monitoring and routing slip will be properly filled out with the details was already complied.
307

308 **The Planning Department** were ongoing preparation of the Planning-CPRD QOPM 2023 and other relevant
309 requirements also the awaiting submission of the QOPMs from all concerned offices for consolidation. Moreover,
310 the Planning Department and the Management Representative have initially reviewed and discussed the Needs
311 and Expectations of the agency's, RIPs and for review/discussion scheduled in SWOT Meeting on March 21, 2023.
312

313 **The Records and Document Controller** currently under review the revised procedure, specifically on the Records
314 Retention Schedule including handling of obsolete documents by the Administrative Department. Additionally, the
315 updated master list of External Documents was submitted to the MR/QMS head for review.
316

317 **The Engineering and Maintenance Department** was already corrected the unmet targets on the Engineering
318 Department's QOP with corresponding action plans.
319

320 **The Management Review** was scheduled on March 31, 2023. Ongoing.
321

322 **The Internal Audit Non-conformity, and Corrective Action** was corrected the details of changes that are included
323 in the revision history of revised procedures, checklist of enrolled for use during IQ Audits and RFA form was revise
324 to include an action plan to deal with consequences was already complied.

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Mr. Dominic F. Kabigting summarized the Agendas have been tackled and thanked the ManCom members and everyone for their full support and cooperation.

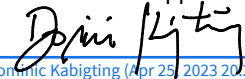
H. ADJOURNMENT

There being no matters to be tackled, the meeting was adjourned at 12:54 in the afternoon.

Prepared by:


SOPHIA S. SAMSON

Reviewed and Approved by:


Dominic Kabigting (Apr 25, 2023 20:24 GMT+8)
MR. DOMINIC F. KABIGTING
Head, QMS Core Team